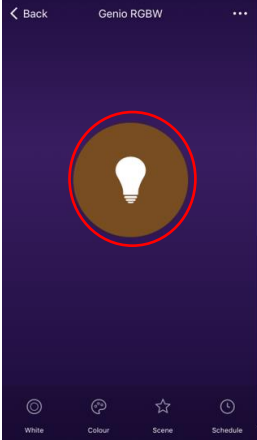


Questions	Answers
<p>Why Does it say, "Failed to Add"?</p>	<ul style="list-style-type: none"> - Please check and ensure the device is powered on; - Whether phone is connected via Wi-Fi; - Whether the device is ready for configuration. To get the device ready before configuration, please refer to our video tutorials or manuals tab. - If router is dual-band router, select 2.4G network and add device. - Ensure you have a strong Wi-Fi signal and that the router is within reach. - Check whether connected devices have reached the maximum number of router's connections. If so, please try turning off Wi-Fi connection on some devices. - Make sure the Wi-Fi password entered into the Mirabella Genio App is correct when adding a new device.
<p>Can I control my device with a 3G and 4G network?</p>	<p>When adding a device for the first time, it requires that the device and phone to be under the same network environment. After successfully adding the device, you can control your device remotely on 3G or 4G Network.</p>

<p>How do I turn my bulb ON/OFF from my Genio App?</p>	 <p>Tap on the light bulb symbol in circled in red</p>
<p>Google Assistant is not recognising my command?</p>	<p>Ensure your device name is clear and is not similar sounding to other devices. For e.g. Floor Lamp, coffee table lamp. (it is not recommended you name your devices as Lamp one, Lamp two, Lamp Three etc. as this may confuse your Google Assistant.</p>